APC Best Practices

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Government Travel Charge Card
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Overview

- Getting Started
- EAGLS Reports
- Techniques
- Cardholder Policy Updates
- Q & A

Getting Started

- Get to know your chain of command
  - The APC directly above and below you
  - Your CO, XO, and Supervisor
- Meet the folks in the Travel Office
- Introduce yourself to the PSD Office
- Identify subordinate commands within your hierarchy span of control

Getting Started

- Familiarize yourself with the eBusiness Office website: www.don-ebusiness.navsup.navy.mil
  - Training Information and Materials
  - Naval Messages & TCPNs
  - Memos and Policy Changes
  - FMR Vol. 9 Ch. 3
  - eBUSOPSOFFINST 4650.1A
  - APC Desk Guide
  - “What’s New” section

Getting Started

- EAGLS
  - Acquire an APC User ID
  - Update the APC/POC information screen
  - Download the latest forms
  - Download the training manual

Reports

- Delinquency
- Account Listing
- Transaction Activity
- Exceptions – Returned Checks
- Authorizations/Declines
- Pre-Suspension
- Suspension/Pre-Cancellation
- Cancellation
- Account Renewal

Delinquency HL Raw Data

- Most important report for managing delinquencies!
- Run report at least weekly
- Generate a master list when EAGLS date is “as of” the 17th of the month
- Data easily manipulated

HL Raw Data Report

Update the Master List Frequently

Curr_Bal	Pmt Made	30_Days	60_Days	90_Days	120_Days	150_Days	180_Days	#	Explanation
320,159		155,915	43,341	12,447	21,636	5,538	4,507		As of 1/17 in EAGLS
285,810	1,328	136,499	41,041	12,152	20,549	5,538	4,507		As of 1/20 in EAGLS
273,203	1,388	131,101	38,936	12,152	20,549	5,538	4,507		As of 1/21 in EAGLS
255,903	2,459	127,637	36,310	12,056	19,388	5,538	4,507		As of 1/22 in EAGLS
223,458	8,412	109,856	30,881	10,830	19,159	5,509	4,100		As of 1/24 in EAGLS
204,733	12,715	96,489	28,686	10,359	19,159	5,509	4,100		As of 1/27 in EAGLS
196,652	12,751	91,287	27,574	10,215	19,159	5,509	4,100		As of 1/28 in EAGLS

HL Raw Data Report

Provide Detailed Explanations for Each Account

Curr_Bal	Pmt Made	30_Days	60_Days	90_Days	120_Days	150_Days	180_Days	#	Explanation
1,043		29	-	594	392	-	-	2	Set up Pmt plan w/ BoA
253		29	-	-	195	-	-		Sent to Sal Offset on 10/27
1,044		35	276	-	-	-	-	1	Paid off
1,007		736	271	-	-	-	-	1	Mbr made payment
1,171		1,103	68	-	-	-	-	1	Paid off
1,308		394	914	-	-	-	-	1	Mbr made payment
1,655		29	109	29	39	-	1,420	2	2nd SO pmt made 10/6
799		630	169	-	-	-	-	1	Mbr made payment
352		10	10	10	-	-	-		mbr stopped paying. Acct started
770		698	73	-	-	-	-	1	Paid off
556		10	10	10	-	-	-		mbr stopped paying. Acct started
971		625	345	-	-	-	-		
731		-	731	-	-	-	-		
1,305		90	713	473	-	-	-	5	Mbr paid for another mbr. Working
1,223		416	517	261	-	-	-		Awaiting Liquidation

HL Raw Data Report

Manually Adjust for Payments

Curr_Bal	Pmt Made	30_Days	60_Days
1,062	-	206	756
462	600	206	156

#	Explanation
1	Pmt made 1/24

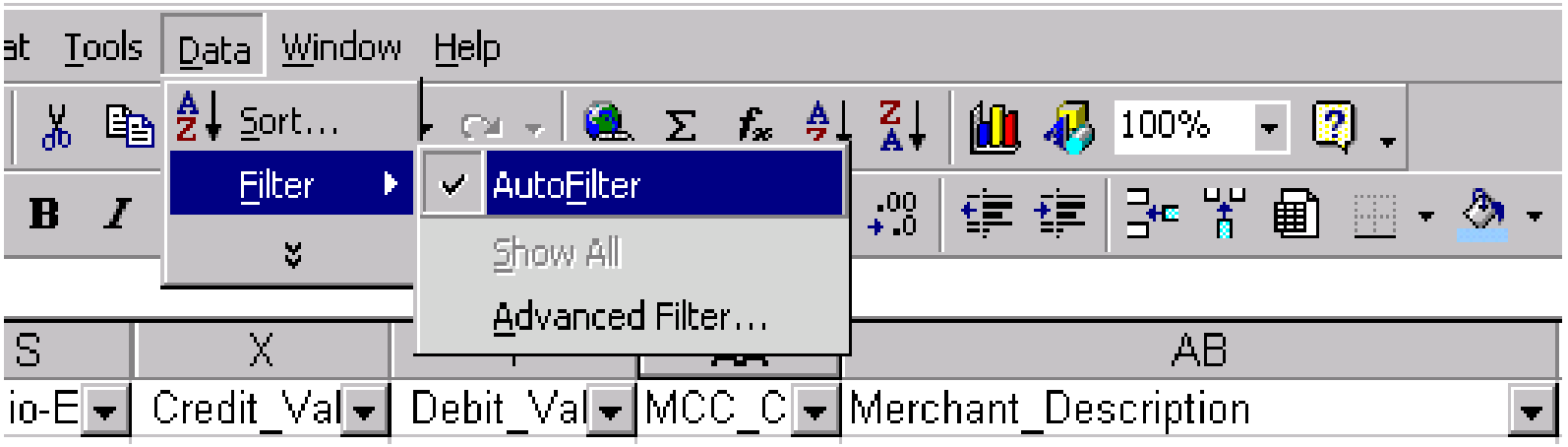
Account Listing Report

- Lists every cardholder under your hierarchy
- Schedule report to run once a month and compare it to your command's Alpha list
- Best way to monitor:
  - Activation/deactivation of accounts
  - Credit limits
  - Members information
  - Members who are no longer in your command
  - Discover members who need to be pulled into your hierarchy

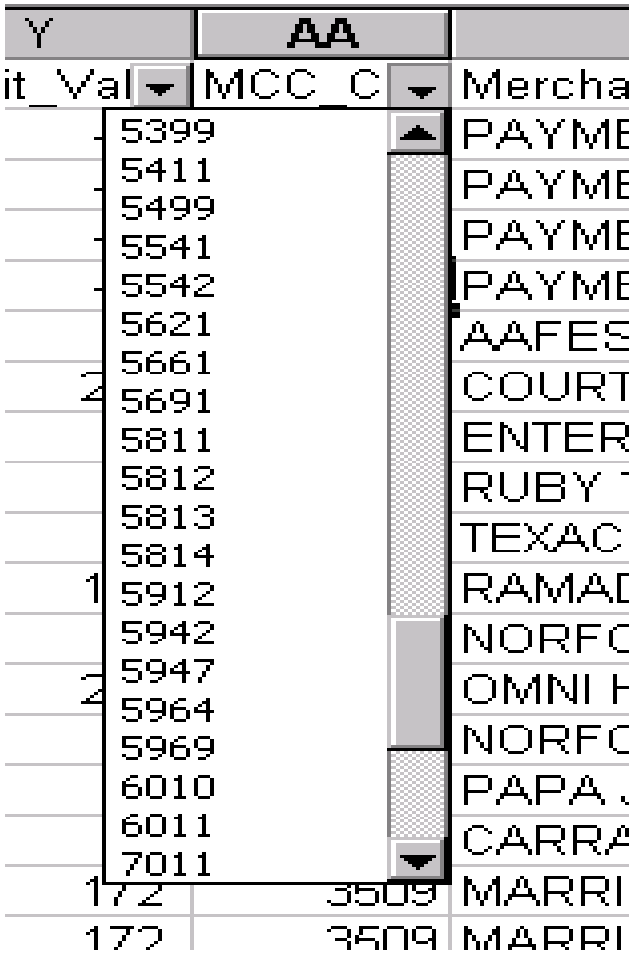
Transaction Activity Report

- Download the list of merchant category codes from the eBusiness website or Bank of America Help Desk website
- Recommend APC review monthly charges for retail merchant codes

Transaction Activity Report



Transaction Activity Report



Returned Checks Report

- Should be reviewed at least once a month
- Shows all members who had a NSF check or stop payment
- Card contractor can close any account that has had 2 or more returned checks in a twelve month period

Recommended Reports

- Reporting Tools
  - Account Listing
  - Account Renewal
  - Delinquency
  - Pre-Suspension
  - Suspension/Pre-cancellation
  - Cancellation
  - Transaction Activity

Techniques

- ICC Method
- 30 day bucket management
- Mandatory split disbursement
- Travel claim procedures
- Graphically represent data in briefs

ICC Method

- **I**nformation Dissemination
  - Pass information along to lower level APC's
- **C**ommunication
  - At least weekly emails and phone calls to APC's.
  - Keep management informed
- **C**ustomer Service

30-Day Bucket Management

- Aggressively attack this bucket
- Mail out pre-suspension letters at day 45
- Follow up the letters with phone calls and emails
- Members need to file an interim claim every 30 days while on long term travel
- Ensure claims are filed within 5 days of returning from travel
- Follow up with PSD on travel claims

Split Disbursement

- Mandatory for all military personnel per OSD Memo 23 April 03
  - Keep members mission ready
  - Prevent card suspension
  - Helps prevent the slide into delinquency
- Default for Civilian Personnel

Split Disbursement

- Enter dollar amount (not percentage) in box 1 of DD Form 1351-2
- To obtain your account balance:
  - Call customer support at 1-800-472-1424
  - Or contact your APC

ASN Memo 16 April 02

- Travel cards should NOT be used for Permanent Change of Stations (PCS)
- Whenever feasible the Purchase Card should be used for conference fees

Use of Graphs

- Create graphs charting delinquent $ and %
- Provide to your management
- Identify trends

Example of Graph